

**GOVERNMENT OF INDIA
PETROLEUM AND NATURAL GAS
LOK SABHA**

UNSTARRED QUESTION NO:5571
ANSWERED ON:02.05.2002
COMPLAINTS AGAINST PETROL PUMPS
CHANDRA NATH SINGH

Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

- (a) the number of petrol pumps in the country particularly in Uttar Pradesh against whom complaints have been received;
- (b) whether the Government have conducted any enquiry against them;
- (c) if so, the outcome thereof; and
- (d) if not, the reasons therefor?

Answer

MINISTER OF STATE IN THE MINISTRY OF PETROLEUM & NATURAL GAS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (SHRI SANTOSH KUMAR GANGWAR)

(a) to (c) : 176 complaints have been received against Retail Outlets for various irregularities during the year 2001-2002 in the country including 14 in the State of Uttar Pradesh. The complaints were immediately investigated and whenever the same was established, action was taken against the erring dealer as per Marketing Discipline Guidelines/and or Dealership Agreement.

(d) : Does not arise.